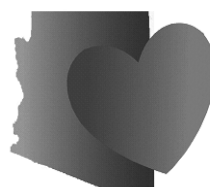


CRS Handbook *Manual De CRS*



Children's
Rehabilitative
Services

A Reward of the Heart
Una Recompensa del Corazón



Arizona Department of Health
Servicios De Salud De

Office for Children with Special Health Care
Oficina Para Niños Con Necesidades Especiales De Cuidado De

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**ARIZONA DEPARTMENT OF HEALTH SERVICES
OFFICE FOR CHILDREN WITH SPECIAL HEALTH CARE NEEDS
CHILDRENS REHABILITATIVE SERVICES
(602) 542-1860
<http://www.azdhs.gov/phs/ocshcn>**

Introduction

Welcome to Children's Rehabilitative Services (CRS). We are happy to serve you and your family. This *Member Handbook* will help you learn how to get and use CRS services. It tells you what services are covered and what services are not covered. Please read this book carefully. It will help you to get the most out of your child/youth's CRS benefits. You may be a young person getting care, but since most people reading this are parents, we call the person receiving care your child/youth.

We want you and your child/youth to be happy with the CRS Program. CRS wants you both to know what we say or give to you. We can help you if you:

- Need help understanding English
- Need a foreign language interpreter (a person who speaks other languages) to explain or restate your words
- Are unable to hear clearly
- Are unable to read
- Cannot see very well

If you want to know how to obtain this *Member Handbook* or CRSA things in:

- a different way or language
- if you need an interpreter
- if you need someone to read this book or other things to you

Please contact your CRS clinic or the CRSA State Administrative Office (602) 542-1860 for help.

CRS Regional Clinic Locations

Children's Health Center

124 West Thomas Road Phoenix, AZ 85013
(602) 406-6400 1-800-392-2222
Patient Advocate (602) 406-6460 or (602) 406-3060

Children's Clinics for Rehabilitative Services

2600 North Wyatt Drive Tucson, AZ 85712
(520) 324-5437 1-800-231-8261
Patient Advocate (520) 324-3224

Children's Rehabilitative Services

1200 North Beaver Flagstaff, AZ 86001
(928) 773-2054 1-800-232-1018
Patient Advocate (928) 773-2054

Children's Rehabilitative Services

2400 Avenue A
Yuma, AZ 85364
(928) 336-7095 1-800-837-7309,
Patient Advocate (928) 336-7294 or (928) 336-1621

CRS Administrative Office location:
Arizona Department of Health Services
Office for Children with Special Health Care Needs
150 North 18th Avenue, Suite # 330
Phoenix, AZ 85007-3243
(602) 542-1860
Children's Information Center Hotline # 1 (800) 232-1676
(ask for the CRS Program)
<http://www.azdhs.gov/phs/ocshcn>

General Description of the CRS Program

The mission of CRS is to provide the following for children and youth with special health care needs:

- medical care,
- rehabilitation, and
- related support services.

CRS is a managed care program. The CRS program uses doctors, and healthcare people. These people are very skilled in caring for special health needs. Our CRS clinics, doctors, hospitals and other caregivers need to be used for CRS to pay. To join the program the child/youth must have:

- certain medical disabling or,
- what could be disabling conditions,
- and be a resident of Arizona.

People getting CRS services also may have medical insurance. It may be called Arizona Health Care Cost Containment System (AHCCCS). It may be with another health insurance plan. If your child/youth has other insurance, they will take care of your child/youth's basic health care needs. This could include shots, colds, flu, earaches, sprains, etc. CRS will take care of your child/youth's special condition only. The CRS doctors and staff will talk with your child/youth's Primary Care Physician (PCP). This is to help your child/youth get all the things he or she needs. It is helpful if you talk to the PCP and the CRS clinic when you need to find medical care



Tips for Using Your CRS Program

One of the best things about CRS is that most of your child/youth's special care is given at one place. At the clinic there is a CRS health care team. It is made up of different types of people. The people on a team can be:

- you
- your child/youth
- doctors
- nurses
- social workers
- hearing specialists
- teachers
- physical therapists
- occupational therapists
- speech therapists
- students (in training)



Exactly who will be on your child/youth's team depends on their health needs. It is good for you to know who is on your child/youth's team. When you know who they are, you can call them at your CRS clinic. If you want other people on the team they are welcome. This could be a social worker, a friend, or a Patient Advocate. This can be anyone that can help you get the care you or your child/youth need.

Your CRS clinic has many doctors, nurses, and staff who speak other languages than English. The clinic locations and doctors are in a Provider Directory. This is an address and phone book. You get this at your first clinic visit and any time you want a new one. It will show if a doctor speaks your language. If the doctor does not speak your language, the CRS clinic can get a person called an interpreter for you. This can be for visits and on the phone. The directory of providers is free for anyone who wants one. You can get a directory at any time; just ask for one when you are at CRS. You can also call the CRS clinic near you and ask them to mail you a provider directory. You can also get more information on the CRS webpage:

http://www.azdhs.gov/phs/ocshcn/crs/crs_az.htm

Please keep your address and phone number up-to-date. If we do not have your correct address, you may not get important information from us. You can do this by calling the clinic when it changes. If you move to another area you may change your CRS clinic. You can do this by talking to your Regional CRS Program (Phone and Addresses listed on Page 1).

Fill out the "Important Information for my Child/Youth's Care" form in the back of this Handbook. You can keep things about who is caring for your child/youth at the clinic.

How To Apply for CRS Services

Your child/youth's regular doctor (PCP) needs to fill out a form. The form must have a special medical health reason. Copies of tests must come with the form. Anyone can send a child/youth to CRS. CRS can also help you with the form. You can call the CRS Clinic near you (listed on Page 1 of this Handbook).

You can also get a form at: http://www.azdhs.gov/phs/ocshcn/crs/crs_az.htm.

What is Covered

CRS provides and pays for the care of many health problems. Some of them may be:

- club feet
- birth defects
- some seizures
- some heart conditions
- hearing problems
- cerebral palsy
- cystic fibrosis
- spina bifida
- sickle cell anemia
- cleft lip and palate
- arthritis



Program Services

- wheelchairs without motors
- medical supplies
- home health services
- medicine
- therapy to help your child/youth use his/her legs and arms
- speech therapy to help your child/youth talk better
- treatment for eyes and ears (including corneal transplants)
- durable medical equipment (DME)
- hospital services
- only for some special conditions, dental and orthodontia (straightening teeth) services may be given.
- Some services may need to be given the ok to care for the CRS condition



Clinic Specialties:

Surgical

General pediatric surgery
Cardiovascular and thoracic
Ear, Nose and Throat (ENT)
Neurosurgery
Ophthalmology
Orthopedic (general, hand, scoliosis, amputee)
Plastic surgery

Dental

Dentistry
Orthodontia

Medical

Cardiology
Cystic Fibrosis
Neurology
Rheumatology
General Pediatrics
Genetics
Urology
Metabolic
Spinal Bifida
Cerebral Palsy
Neurofibromatosis

Services CRS Does Not Pay For

The CRS Program does not provide or pay for:

- new parts for your child/youth's inner ear
- services not for the CRS condition
- equipment to use only at school
- mobilizer walkers
- wheelchairs or scooters with motors

Money

Before your first visit, you need to talk to a CRS person called an "Enrollment Coordinator". They will tell you if you will have to pay. This will be done at the CRS clinic. If you have health insurance(s), you will need to tell them and bring your cards to the appointments.

AHCCCS Members: If your child/youth is currently in AHCCCS, you need to bring

- the child/youth's AHCCCS number (or AHCCCS ID card)
- an identification card (for you)
- guardianship papers (if applies)
- your insurance card (if you have other insurance AHCCCS payer of last resort)

CRS checks every 6 to 12 months to see if your income changes. You need to tell CRS when your income changes. You also need to tell CRS when your medical insurance changes. You can do this by calling your CRS at the phone number on Page 1 of this *Handbook*.

Once your child/youth is part of CRS, you may have questions. If you want to know about paying for anything, talk to a Social Worker. The people at the Clinic can tell you what you need to know to make decisions.

Co-Payments

Sometimes insurances let doctors ask for a small payment for their services. This type of cost is called a co-payment. If your child/youth is an AHCCCS member and you do not have other insurance, you will not have a co-payment. If you have other insurance or no insurance, you may have a co-payment. The co-payment cost may be on the insurance card. Remember, if your child/youth has AHCCCS or any other insurance bring their card to every CRS visit. AHCCCS is payer of last resort.

Member Services

This *Member Handbook* tells you about some CRS policies. You can also call your CRS clinic if you have questions. They can tell you their services or other policies and rules. If they are not helping or answering your questions, ask for a Patient Advocate. Your CRS Patient Advocate will help you:

- choose or change your CRS provider
- listen to your concerns
- help you make an appointment

The Patient Advocate and other Member Services staff are available free of charge Monday through Friday. The clinics are open from 8:00 a.m. until 5:00 p.m. The phone numbers and addresses for each CRS clinic (front of this *Member Handbook*, Page 1).

Another place you can call or write to get answers to your questions about the CRS program is:

Arizona Department of Health Services
Office for Children with Special Health Care Needs
Children's Rehabilitative Services
150 North 18th Ave, Suite 330,
Phoenix, Arizona, 85007
(602) 542-1860
<http://www.azdhs.gov/phs/ocshcn>



Member Rights

You and your child/youth have the right to:

1. Get nice and well-mannered care. You will be treated with respect no matter your race, culture, country born in, gender (sex), age, health condition, sexual orientation, genetic information, ability to pay, or ability to speak English.
2. Keep your child/youth's records and their health care private. Do not share with anyone you don't want to know about it.
3. Get information about CRS doctors' and staff schooling and work backgrounds as well as languages they speak.
4. Pick your CRS doctor from a list at the Clinic. You also have the right to change doctors and go to another Clinic.
5. Ask for second opinion from another CRS doctor.
6. Get services in a language you know. If you do not speak English very well, you can get an interpreter. You can also get information in sign language if you cannot hear. If you cannot read or see very well, you have the right to have someone read the information to you. This is free.
7. Look at, or get, a copy of your Member health records. You can ask to have something changed in the record if it is wrong, but you must ask to have this done.
8. Know about your child/youth's medical problems and what care is available. This is so you can make decide about your health care.
9. Be told all your care choices and other types of care and how to get them.
10. Say you do or do not want any care for your child/youth. You will be told what will happen if you do or do not get care.
11. Be free from any form of punishment, restraint, or seclusion for making your choices, saying what you are thinking, or filing a complaint (or appeal).
12. Be told in writing of any big changes to your child/youth's health care services.
13. Ask and be told how much services will cost if CRS will not pay for them.
14. Ask and be told how CRS pays its doctors and other staff. You also can ask and be told how CRS pays its bills.
15. Get a copy of the results of the CRS Member Survey Report. You can find out what other people think about CRS services.
16. Be told in writing when CRS cuts, stops, or denies any health care service asked for by your doctor at the clinic. You must be told what to do if you do not like their decision. This can be called filing an appeal.
17. Tell CRS about any problems, or complain about any health care services, doctors or staff at CRS. Your complaints will not change the way CRS treats you or your child/youth.
18. To know about providers who speak languages other than English and how to get, for free, a directory of providers assigned to each CRS clinic to provide specialty services.

Member Responsibilities

You and your child/youth have the responsibility to:

1. Respect the doctors, the staff, and the other people who provide services to your child/youth.
2. Identify your child/youth as a CRS member BEFORE he or she gets any services.
3. Tell the CRS doctor if you do not understand your child/youth's condition or the plan for his/her treatment.
4. Tell the CRS doctors and nurses all about your child/youth's health including past problems or illnesses he or she has had, if your child/youth has been in the hospital, and all drugs and medicines that he or she takes.
5. Tell your CRS doctors and nurses if your child/youth has any changes in his/her health or medical condition.
6. Tell CRS Member Services and CRS staff about any other health insurance or monies you may have.
7. Keep your child/youth's CRS eligibility up-to-date. You must keep all of your CRS eligibility appointments, and tell your eligibility worker when anything that could affect your child/youth's eligibility changes in your family.
8. Know the name of your child/youth's CRS doctor(s) or primary nurse(s). Keep the doctor and clinic's name, address and telephone number where you can easily find it.
9. Take an active part in taking care of yourself and your child/youth's health. Take care of problems before they get bad. Give your child/youth medicine and follow treatments the way you are told.
10. Make sure that you understand what the doctor told you before you leave your doctor's clinic.
11. Call and make your child/youth's appointments in time to avoid needing to go to an urgent care or emergency room for things you could get taken care of at the Clinic.
12. Get to all of your child/youth's clinic appointments on time. Try and come 15 minutes before your child/youth's appointment time. Call the doctor's office before the appointment if you need to cancel or be late.
13. Bring your child/youth's shot records to all of his/her visits.
14. Please keep the PCP address and phone number current.
15. Tell CRS if you think someone is not being honest with you or you are feeling abused by a doctor, staff member or another CRS member.



Clinic Appointments

Your child/youth needs to have an appointment to see a CRS provider. The Clinic is a very busy place. Please call very soon to make your visit. When you call the Clinic, be ready to tell the person on the phone:

- the name of your child/youth,
- that your child/youth is a CRS Member, and
- the reason your child/youth needs the appointment.

If you think your child/youth needs to be seen sooner, please tell CRS why you think they need to be seen sooner. You can ask for a closer time. It is always good for you to keep your child/youth's doctor appointments. Sometimes visits are made many months ahead. When they are, you will get a reminder letter. That is a good reason to let the clinic know when you move. The doctors want to see your child/youth at the time of the visit. Please show up at the Clinic **at least 15 minutes before** the visit time and check in. The doctors are very busy and depend on your child/youth being there for their visit on time and ready to see them.

Specialists

You may have a Primary Care Physician (PCP) assigned to you by your health plan/insurance. If you have a health care need(s) not related to your CRS Condition and not covered by CRS, your PCP may have to give the ok (approve) if they want to send you to see a specialist. Your PCP's office will call the specialist and make an appointment for you, or they will refer you to the specialist so that you can make the appointment yourself for the non-CRS condition.

Canceling or Changing an Appointment

Please make an effort to keep your child/youth's visit. If you need help with getting to the visit, call the Clinic or your health plan a few days in advance. If you need to let them know you won't be there or need to change a visit, try to call as soon as possible (at least two to three days in advance). If you do this, the Clinic can schedule another child/youth who needs to be seen.

Waiting at the Clinic

Sometimes you might have to wait for a while at the clinic. This is because the doctor is seeing other patients. You should not have to wait more than 45 minutes. If you were on time to your appointment, and you feel that you had to wait more than 45 minutes, you may tell this to your CRS Patient Advocate.

If You Get a Bill

If you receive a bill for a covered service at a hospital, emergency room, or other facility, do not pay it. Call the place or person who sent you the bill. Tell them that your child/youth is a CRS member. If you get a bill after you have talked to the provider, call your CRS Patient Advocate for help.

You may ask for a non-covered service and agree in writing to pay for it before your child/youth gets the service. Remember to tell providers that your child/youth is a CRS member before you get services.

Behavioral Health Services

Behavioral health services can help your child/youth with things like sadness, stress, and drug and alcohol issues. These services can help people to think, feel, and act in healthy ways. Let the CRS staff know if you think your child/youth needs this help. They can see a CRS psychologist or psychiatrist. Anyone can get emergency and crisis intervention services. If your child/youth needs more than 3 CRS visits with a psychologist or psychiatrist, CRS may help you get care in the community. You can also talk to your child/youth's doctor or primary health plan. If your child/youth is having a problem and you think that he or she might hurt himself /herself or someone else and could lead to death, **call 911 right away**. Also call if they are yelling or moving and can't stop, won't answer when called and touched, or are acting in a way that scares you.

Arizona has Regional Behavioral Health Authorities (RBHA) that give these services. All AHCCCS/KidsCare (XIX and XXI members) are eligible for behavioral health services and can refer themselves (they do not need a referral). If you have AHCCCS, you can talk to a person called a Behavioral Health Coordinator for your plan. They can give you information and you can learn how to get services. Your CRS Patient advocate has the names and phone numbers of the AHCCCS Behavioral Health Coordinators. They can help you find out what type of care your child/youth is eligible for. They will also know where you can get it. Everyone can get Behavioral Health Services in a crisis or emergency. If you have questions about what is covered or how to reach the RBHA, you can call your CRS location (Phone number on Page 1 of this Member Handbook). If it is not an emergency, call your local RBHA to set up a visit. If you have other insurance, AHCCCS is the payer of last resort.

Crisis Services responds to any request for services. The Crisis Staff respond to people at risk for harming themselves or others. Crisis Services are available to anyone regardless of ability to pay. An example of a crisis is:

- You need to talk to someone because you are feeling “out of control” of your behaviors and are thinking of different ways, when and/or how to kill yourself.

24 HOUR CRISIS PHONE NUMBERS AVAILABLE FOR EVERYONE:

You are not alone-24 hours a day, 7 days a week; crisis is there for you. Talk to a counselor right now and get help. This is free and for everyone:

- Maricopa County, **1-(602) 222-9444 or 1-(800) 631-1314**
- Pima County, contact SAMHC Behavioral Health Services, the community wide crisis services provider, at **1- 520-622-6000 or 1-800-796-6762.**
- Graham, Greenlee, Santa Cruz or Cochise Counties, contact Southeastern Arizona Behavioral Health Services (SEABHS), at **1-800-586-9161.**
- Apache, Coconino, Mohave, Navajo & Yavapai Counties
1-887-756-4090 or 1-866-495-6735
- Yuma, LaPaz, Gila and Pinal Counties
1-866-495-6735

RBHA Directory

Maricopa County

RBHA Name: **ValueOptions**

Intake and Customer Service: 1-800-564-5465

Crisis: 1-602-222-9444

Yuma, LaPaz, Gila and Pinal Counties

RBHA Name: **Cenpatico**

Intake and Customer Service: 1-866-495-6738

Crisis: 1-866-495-6735

Cochise, Graham, Greenlee, Pima & Santa Cruz Counties

RBHA Name: **CPSA**

Intake and Customer Service: 1-800-771-9889

Crisis: 1-520-622-6000

Apache, Coconino, Mohave, Navajo & Yavapai Counties

RBHA Name: **NARBHA**

Intake and Customer Service: 1-800-640-2123

Crisis: 1-887-756-4090



What To Do In Case Of An Emergency

An emergency is when something happens and someone is hurt very badly. You would think he/she needs to get help right away or they may die.

This can be:

- can't breath well
- bad cuts or bleeding that will not stop
- blacking out
- bad pain in your chest
- taking too many drugs or poisoning
- bad burns or electric shock
- pain and/or bleeding if you are pregnant,
- broken bones,
- hurt your head badly
- hurt your eye

If this is happening, dial 9-1-1 to get emergency medical services. If you are not sure if it is an emergency, call your CRS doctor or your PCP.

If conditions are **NOT** emergencies, you should call the doctor. This is in place of going to an emergency room:

- flu, colds, sore throats, earaches,
- headaches, including migraine headaches,
- medication refills or orders, or
- back aches or other muscle aches.

Tell the people at the Emergency Room (ER) that the child/youth has CRS. If your child/youth is going to get care for an illness that is not a CRS condition, tell the person the name of your insurance.

For Emergencies Related To A CRS Condition:

Emergencies do not need to be approved. After being cared for at the ER your child/youth may have to go to (be moved to) a CRS hospital for more care. If you have any worries or questions about CRS or after ER care, look at the CRS Clinic *Member Orientation Packet* or call your CRS Clinic. When you call to make a time to see someone at CRS, tell them that your child/youth went to the ER. When you go to the visit, be sure to tell the CRS person about anything the ER told you to do or medicine they gave your child/youth.



How to Get Help Getting to Your Visits

Your health plans may pay for and help you with a ride to your CRS visits. Giving you a way to get to CRS is not a service CRS pays for (except from one CRS site to another). CRS will help and work with your health plan to set up any needed rides. This is for children/youth with CRS who do not have a way to get to the visit. You must try to use your own car, a bus, or get a ride with a friend. If you can't, call your AHCCCS Health Plan a week before your child/youth's visit.

Emergency Transportation

If you think your child/youth needs an ambulance and may die if they do not get one, **call 911 immediately**. If you are unsure, call your child/youth's PCP and do what they tell you.

If You Move

If you move out of Arizona tell your CRS Program. Your CRS Program can help you get services where you move.

Advance Directives

If you are 18 or older (and your own guardian), you have “the right” to tell doctors how you want to be cared for if you are too ill to tell them yourself. An advance directive is written and tells your doctor the care you want if you are not able to make decisions. The paper would tell doctors the care you want if you have a sickness you may not get better from. It will also tell them what you want done if you are not awake or in a coma. This will tell the doctor the care you do not want. They can say that you want a certain care no matter how sick you are. The CRS clinics know about this and they have the papers. They can be put in your medical record(s). If you want to talk to someone about this, ask your doctor or someone at CRS.

If you have an advance directive and believe that the health care you are getting is not what you want, you can call the state and let them know:

Arizona Department of Health Services, Office for Children with Special Health Care Needs, Children's Rehabilitative Services, Member Rights at (602) 542-1860 or 1-800-352-8400.



Grievances (Complaints)

CRS follows federal and state laws. Call, write, or visit your CRS Patient Advocate if you have any questions, problems or complaints about:

- the Clinic
- your child/youth's health care benefits or services
- your child/youth's doctor
- other health care staff
- any type of problem with your CRS services.

If there is something you do not like, CRS wants to know about it. The “patient advocate” will do everything to help you. It means a lot to us to know if you are worried or not happy. We will try to help with what you do not like. We want to do this very quickly. But, sometimes this may take a little longer to solve. We will make sure they are resolved in 90 days. The phone numbers and addresses to contact are listed on Page 1.

CRS Approval and Denial Process

Sometimes, what you ask for has to be approved by CRS. The clinic uses a process called ‘prior authorization.’ The things you ask for will be looked at and CRS will let you know if it is ok for you to get the service. This is based on your child/youth's condition and your CRS benefits. If CRS denies your child/youth a service, cuts back a service, or stops a service, someone from the clinic will mail you a letter telling you why they made their decision. If services have already started and are going to be changed, the letter will be mailed to you at least 10 days before your services are changed (except in cases of fraud, if you move out of state, or ask to stop the service).

Appeals and Requests for Hearing

If you do not agree with a CRS decision/action, you have the right to an appeal. An appeal asks CRS to have a different doctor make another review of the denial decision. You may appeal if CRS:

- does not approve a service, including the type or level of service that was asked for by your child/youth's doctor
- reduces, suspends (stops for a short time), or totally stops a service that it has already approved
- fails to provide services in a reasonable time
- fails to act within a required time (14 days from date of request for services)

If you are asking for things that have already started and are being stopped, you can ask to keep them while you are making the “appeal”. You may have to pay for what you get while in the appeal if the decision does not change. If you want to keep your child/youth's services during the appeal, you have to ask this in 10 days of getting the letter from CRS telling you about the service change.

To file an appeal, you need to follow the directions in the letter you get from CRS. This is the letter that said you could not get the service(s). You have to “file” or make an official “appeal” in 60 days from when the action happened. A doctor can do this for you, if you give permission. To get help filing the official “appeal” you can call your CRS Patient Advocate. As part of the process, you can ask to see your child/youth’s medical records and all things related to the decision to say no to the service. You can also give things/papers to CRS that you think will help make the decision “yes”. You can ask to give the things yourself or can send it on paper, in writing. You can learn more about your rights in the “appeal” by talking to the Patient Advocate at your CRS Clinic.

There Are Two Kinds Of Appeals:

One is called a “Standard Appeal”. This can take as long as 30 days for CRS to make a decision. Some times it takes 14 more days. This is called an extension and can happen if it is needed. The extension can only happen if it is in the “best interest” of your child/youth. You also can ask for an extension.

The other appeal, which happens faster, is called an expedited appeal. This appeal happens when CRS or a doctor helping you tells us that waiting for a “standard appeal” decision would put your child/youth’s health at big risk. Expedited appeals have to be decided in 3 workdays. Whether or not an expedited appeal can be filed depends on the medical status and what is being requested. If you ask for an expedited appeal, but do not meet the rules for it, CRS will notify you. CRS will then follow the “standard appeal” process.

CRS will mail you a letter when they make the decision about your appeal. If you do not think they make the right decision, you can ask for a state fair hearing. This means that someone not with CRS will look at the case. The directions for filing for a state fair hearing are in the letter from CRS. If you want a hearing and you are an AHCCCS member, you must tell the CRS Regional Contractor within 30 days of receiving the appeal decision letter. If you are not an AHCCCS member, you must tell CRSA in 30 days of receiving the appeal decision letter. You can ask your CRS Patient Advocate for help in asking for a state fair hearing. AHCCCS or CRSA will tell you the date, time, and where you need to go for the hearing.



Family Support Groups and Community Services:

1. CRS Parent Action Council

The Parent Action Council (PAC) is a group of parents, CRSA, and staff. They tell the Arizona Department of Health Services (ADHS), CRS Clinics, and providers what they think they could do to offer better care. The Council is a place where parents can talk to each other about their feelings, concerns and ideas. Parents can also get help and make friends at the visit. If you would like to attend a meeting at the Clinic and become involved in the activities, please contact a Patient Advocate at:

Phoenix: (602) 406-6460 or (602) 406-3060

Tucson: (520) 324-3224

Flagstaff: (928) 773-2054

Yuma: (928) 336-7294 or (928) 336-1621

2. Raising Special Kids & Pilot Parents

Raising Special Kids in Northern and Central Arizona and Pilot Parents of Southern Arizona are groups that give information, training, and materials to help families of child/youth with disabilities and special health care needs. They match new families with more experienced parents. This is done through their trained volunteer group. They send out a newsletter that gives helpful hints to parents. They also have books and information. All services and materials are free. If you want to find out more, please call them at:

Raising Special Kids

1-800-237-3007

602-242-4366

www.raisingpecialkids.org

Pilot Parents of Southern Arizona

1-877-365-7220

520-324-3150

www.pilotparents.org



3. Information and Referral Services

Families with children/youth who have special needs also can call a statewide toll-free number. This number will help you locate resources in your community. The Child Information Center Hotline number is 1-800-232-1676. For the hearing impaired, there is a State Telecommunication Device (TDD) at 1-800-367-8939.

Fraud and Abuse

If you know someone who is cheating on his/her AHCCCS eligibility application, or a provider who may be committing fraud, please call (602) 417-4193 **or** 1-888-ITS NOT OK (1-888-487-6686).

What is Fraud and Abuse?

There are different kinds of abuse. It can be about money. It could be a provider charging for a service they gave to you but you did not need. It could also be people trying to get medical services for free that are not covered benefits. Another kind of abuse is hurting someone. You do not have to tell them your name when you report a suspected case of fraud or abuse.

An example of provider fraud is a provider sending a bill to charge for services that they know they did not do. An example of member fraud is a member letting someone use his or her AHCCCS ID card when they know it is wrong. Another example is a CRS parent who lies to CRS about his/her child/youth not having other insurance.

To Report Suspected Fraud and Abuse

Individuals or Providers:

To complete an online form to report Fraud, Waste or Abuse, please go to the web address at: **www.ahcccs.state.az.us** and click on the link: ***REPORTING FRAUD AND ABUSE***

AHCCCS,
801 E. Jefferson,
Phoenix, AZ 85034
(602) 417-4193 **or** 1-888-ITS NOT OK (1-888-487-6686).

Or

CRS Administrative Office location:
Arizona Department of Health Services
Office for Children with Special Health Care Needs
150 North 18th Avenue, Suite # 330
Phoenix, AZ 85007-3243

http://www.azdhs.gov/phs/ocshcn/crs/crs_az.htm

Children's Information Center Hotline # 1 (800) 232-1676
(ask for the CRS Program)



Services According to the Law

All services given by the Arizona Department of Health Services is without prejudice or bias for:

- disabilities/handicaps,
- race or color,
- religion,
- sex (gender), or
- national origin (ethnic background).

The CRS Program abides by federal laws such as:

- the Rehabilitation Act of 1973
- Title VI of the Civil Rights Act of 1964
- the Age Discrimination Act of 1975
- Titles II and III of the Americans with Disabilities Act
- the Department's Civil Rights and Section 504

Health Information

It is good for the parents to keep track of their child/youth's health history. Parents should also write down anything the doctors, nurses, therapists, and other staff tells them to do. The medical record is kept private. Nothing can be given from it unless the child/youth or legal guardian put that it is ok in writing. All medical records are protected through Federal legislation, known as the Health Insurance Portability and Accountability Act (HIPAA). Records from other health providers must be sent directly from that provider.



Information for My Child/Youth's Care

My child/youth's diagnosis: _____

My child/youth's medical record number: _____

Doctor(s): _____

Nurse(s): _____

Therapist(s): _____

Social Worker(s): _____

Patient Advocate: _____

Clinic Administrator: _____

Clinic Phone Number: _____

Other: _____

We hope that this Handbook is helpful to you. We welcome your advice on any thoughts to make things better.





Arizona Department of Health Services

Office for Children with Special Health Care Needs
150 North 18th Avenue, Suite #330 Phoenix, Arizona 85007-3243

Telephone: 602-542-1860 Fax: 602-542-2589
<http://www.azdhs.gov/phs/ocshcn>

Children's Information Center Hotline
1 (800) 232-1676
(ask for CRS Program)